

Listing of Claims:

1. (Currently Amended) A rank assignment system comprising:
a master database section which holds product information
related to a sales product;

a service information portal section which provides a web
5 page as an input/output interface of information and which
receives a complaint related to the sales product from the web
page;

~~a master database section which holds product information~~
~~related to a sales product;~~

10 a point calculation section which: (i) calculates points for
each of a plurality of analysis-determination item items used to
analyze and determine the complaint, ~~on the basis of a result~~
~~obtained by analyzing the product information and a preset~~
~~condition for the result,~~ such that for each of the analysis-
15 determination items, the point calculation section analyzes the
product information and assigns a number of points for the
analysis-determination item based on a result of the product
information analysis by consulting a table in which respective
numbers of points are assigned to respective value ranges for the
20 result of the product information analysis, and (ii) totals the
points calculated for all of the analysis-determination items;
and

25 a rank assignment section which assigns a rank to the
complaint based on: ~~the basis of~~ (i) the points totaled by said
point calculation section and ~~a preset point range~~ (ii) a rank
assignment table in which respective ranks are assigned to point
ranges;

wherein the point ranges assigned to the ranks in the rank
assignment table are changeable.

Claim 2 (Canceled).

3. (Currently amended) A system according to claim ~~2~~ 1,
further comprising:

5 a weight setting section which sets for each analysis-
determination item a weight for weighting the points calculated
for the analysis-determination item in the total calculated by
the point calculating section; and

a point range change section which automatically changes at
least one of the point ~~range for~~ ranges in the rank assignment
table when a setting of said weight setting section is changed.

4. (Currently Amended) A system according to claim 1,
wherein one of the plurality of analysis-determination items is a
delivery situation of a defective service part.

5. (Currently Amended) A system according to claim 4, wherein the product information analysis result for the delivery situation analysis-determination item is obtained from ~~the~~ a number of delivered service parts and ~~the~~ a number of delivered products using the parts.

6. (Currently Amended) A system according to claim 1, wherein one of the plurality of analysis-determination items is a machine market operation reliability of ~~a defective~~ the product.

7. (Currently Amended) A system according to claim 6, wherein the product information analysis result for the machine market reliability analysis-determination item is obtained from ~~the~~ a mean number of service call occurrence interval copies of the ~~defective~~ product and ~~the~~ a mean number of service call occurrence interval copies of another product.

8. (Currently Amended) A system according to claim 1, wherein one of the plurality of analysis-determination items is a report situation to a call center of ~~the~~ occurrence of complaints that are the same as ~~a given~~ the analyzed complaint.

9. (Currently Amended) A system according to claim 8, wherein the product information analysis result for the report

situation analysis-determination item is obtained from ~~the~~ a number of reports of complaints that are the same as the ~~given~~ analyzed complaint and ~~the~~ a total number of reports.

10. (Currently Amended) A system according to claim 1, wherein one of the plurality of analysis-determination items is an identical problem situation of maintenance service information about ~~the~~ occurrence of complaints that are the same as ~~a given~~ the analyzed complaint.

11. (Currently Amended) A system according to claim 10, wherein the product information analysis result for the identical problem situation analysis-determination item is obtained from ~~the~~ a number of maintenance result reports of the analyzed complaint and ~~the~~ a total number of maintenance result reports.

12. (Currently Amended) A system according to claim 1, wherein one of the plurality of analysis-determination items is a setup report situation about ~~the~~ occurrence of complaints that are the same as ~~a given~~ the analyzed complaint.

13. (Currently Amended) A system according to claim 12, wherein the product information analysis result for the setup report situation analysis-determination item is obtained from ~~the~~

a number of setup reports of the analyzed complaint and ~~the~~ a total number of setup reports.

14. (Currently Amended) A system according to claim 1, wherein one of the plurality of analysis-determination items is a compensation situation of ~~a defective~~ the product.

15. (Currently Amended) A system according to claim 14, wherein the product information analysis result for the compensation situation analysis-determination item is obtained from a total amount of compensation of the ~~defective~~ product and a total amount of compensation of all products.

16. (Currently Amended) A system according to claim 1, wherein one of the plurality of analysis-determination items is a product sales situation and inventory situation of ~~a defective~~ the product in a predetermined period.

17. (Currently Amended) A system according to claim 16, wherein the product information analysis result for the product sales situation and inventory situation analysis-determination item is obtained from a sales record of the ~~defective~~ product in
5 the predetermined period and a sales forecast of the ~~defective~~ product in ~~the same period as~~ the predetermined period.

18. (Currently Amended) A system according to claim 1, wherein one of the plurality of analysis-determination items is a download situation of firmware and drivers corresponding to ~~a~~ the analyzed complaint.

19. (Currently Amended) A system according to claim 18, wherein the product information analysis result for the download situation analysis-determination item is obtained from ~~the~~ a number of ~~download~~ downloads of the firmware and drivers
5 corresponding to the analyzed complaint and ~~the~~ a number of delivered products which are defective.

20. (Currently amended) A rank assignment method comprising:
receiving ~~input of~~ a complaint ~~from~~ related to a sales product via a web page which is provided as an input/output interface of information;

5 calculating points for each of a plurality of analysis-determination ~~item~~ items used to analyze and determine the complaint, such that for each of the analysis-determination items, product information related to the sales product, which is stored in a master database section, is
10 analyzed and a number of points is assigned for the analysis-determination item based on a result of the product information

analysis by consulting a table in which respective numbers of
points are assigned to respective value ranges for the result of
the product information analysis; ~~on the basis of a result~~

15 ~~obtained by analyzing product information related to a sales~~
~~product, which is held by a master database section, and a preset~~
~~condition for the result;~~

totaling the points calculated for all of the analysis-
determination items; and

20 assigning a rank to the complaint based on ~~the basis of~~ the
totaled points and a ~~preset point range~~ rank assignment table in
which respective ranks are assigned to point ranges;

wherein the point ranges assigned to the ranks in the rank
assignment table are changeable.

Claim 21 (Canceled).

22. (Currently amended) A method according to claim 21,
further comprising: [[,]]

setting, for each of the analysis determination items, a
weight for weighting the points calculated for the analysis
5 determination item in the totaled points; and

when a setting of weighting of one of the weights is
changed, automatically changing at least one of the point ~~range~~
for ranges in the rank assignment table.

23. (Currently Amended) A method according to claim 20, wherein one of the plurality of analysis-determination items is a delivery situation of a defective service part.

24. (Currently Amended) A method according to claim 20, wherein one of the plurality of analysis-determination items is a machine market operation reliability of ~~a defective~~ the product.

25. (Currently Amended) A method according to claim 20, wherein one of the plurality of analysis-determination items is a report situation to a call center of ~~the~~ occurrence of complaints that are the same as ~~a given~~ the analyzed complaint.

26. (Currently Amended) A method according to claim 20, wherein one of the plurality of analysis-determination items is an identical problem situation of maintenance service information about ~~the~~ occurrence of complaints that are the same as ~~a given~~ the analyzed complaint.

27. (Currently Amended) A method according to claim 20, wherein one of the plurality of analysis-determination items is a setup report situation about ~~the~~ occurrence of complaints that are the same as ~~a given~~ the analyzed complaint.

28. (Currently Amended) A method according to claim 20, wherein one of the plurality of analysis-determination items is a compensation situation of ~~a defective~~ the product.

29. (Currently Amended) A method according to claim 1, wherein one of the plurality of analysis-determination items is a product sales situation and inventory situation of ~~a defective~~ the product in a predetermined period.

30. (Currently Amended) A method according to claim 1, wherein one of the plurality of analysis-determination items is a download situation of firmware and drivers corresponding to ~~a~~ the analyzed complaint.

Claims 31-41 (Canceled).

42. (New) A computer-readable storage medium having a computer-readable program code stored thereon that is executable by a computer to cause the computer to execute a process comprising:

5 receiving a complaint related to a sales product via a web page which is provided as an input/output interface of information;

calculating points for each of a plurality of analysis-
determination items used to analyze and determine the complaint,
10 such that for each of the analysis-determination items, product
information related to the sales product, which is stored in a
master database section, is analyzed and a number of points is
assigned for the analysis-determination item based on a result of
the product information analysis by consulting a table in which
15 respective numbers of points are assigned to respective value
ranges for the result of the product information analysis;

totaling the points calculated for all of the analysis-
determination items; and

assigning a rank to the complaint based on the totaled
20 points and a rank assignment table in which respective ranks are
assigned to point ranges;

wherein the point ranges assigned to the ranks in the rank
assignment table are changeable.

43. (New) The computer readable storage medium according to
claim 42, wherein the process executed by the computer further
comprises:

setting, for each of the analysis determination items, a
5 weight for weighting the points calculated for the analysis
determination item in the totaled points; and

when a setting of one of the weights is changed, automatically changing at least one of the point ranges in the rank assignment table.

44. (New) The computer readable storage medium according to claim 42, wherein one of the plurality of analysis-determination items is a delivery situation of a defective service part.

45. (New) The computer readable storage medium according to claim 42, wherein one of the plurality of analysis-determination items is a machine market operation reliability of the product.

46. (New) The computer readable storage medium according to claim 42, wherein one of the plurality of analysis-determination items is a report situation to a call center of occurrence of complaints that are the same as the analyzed complaint.

47. (New) The computer readable storage medium according to claim 42, wherein one of the plurality of analysis-determination items is an identical problem situation of maintenance service information about occurrence of complaints that are the same as the analyzed complaint.

48. (New) The computer readable storage medium according to claim 42, wherein one of the plurality of analysis-determination items is a setup report situation about occurrence of complaints that are the same as the analyzed complaint.

49. (New) The computer readable storage medium according to claim 42, wherein one of the plurality of analysis-determination items is a compensation situation of the product.

50. (New) The computer readable storage medium according to claim 42, wherein one of the plurality of analysis-determination items is a product sales situation and inventory situation of the product in a predetermined period.

51. (New) The computer readable storage medium according to claim 42, wherein one of the plurality of analysis-determination items is a download situation of firmware and drivers corresponding to the analyzed complaint.

52. (New) The rank assignment system according to claim 3, wherein the weight set for at least one of the analysis-determination items is individually changeable in the weight setting section.

53. (New) The method according to claim 22, further comprising individually changing the weight set for at least one of the analysis-determination items.

54. (New) The computer readable storage medium according to claim 43, wherein the process executed by the computer further comprises individually changing the weight set for at least one of the analysis-determination items.